

## LDP7004N/D Digital Telephone User Guide

---



## Table of Contents

<b>Emergency Services and Safety Precautions</b> .....	2	Last Number Redial.....	18
<b>Getting to know your 7000 Series handset</b> .....	3	Saved Number Redial.....	18
<b>Familiarise yourself with its features</b> .....	3	Do Not Disturb (DND).....	19
<b>Handset keys</b> .....	4	<b>Messaging</b> .....	20
<b>General Functions</b> .....	5	Leaving a Message Wait Notification.....	20
<b>Making and Answering Calls</b> .....	6	Answering a Message Wait Notification.....	21
Making and Answering an External Call.....	6	<b>User Programming</b> .....	22
Making and Answering an Internal Call.....	7	<b>Saving your name to your phone</b> .....	23
Placing an external/internal call on hold.....	8	<b>Storing personal speed dials</b> .....	23
Retrieving and external/internal call on hold.....	8	<b>Character Chart</b> .....	24
Parking a call.....	9	<b>Storing information under flexible buttons</b> .....	25
Retrieving a parked call.....	9	<b>Menu Tree</b> .....	26
Call Forward.....	10	<b>[1] Ring</b> .....	27
DDI Call Waiting.....	11	<b>[2] COS (Class Of Service)</b> .....	31
Call Wait (Camp On).....	12	<b>[3] Authorisation Code/Mobile-Ext</b> .....	33
Answering a Call Wait.....	12	<b>[4] Wake Up/Conference Room</b> .....	36
Call Pick up (Directed).....	13	<b>[5] Message</b> .....	39
Call Pick up (Group).....	13	<b>[6] Announcement</b> .....	41
Transfer (Screened).....	14	<b>[7] Supplementary</b> .....	45
Transfer (Unscreened).....	14	[*] System (Engineering Use Only)	
Using speed dial numbers.....	15	<b>User Programming Codes</b> .....	49
Queuing for an outside line.....	15	<b>Pre-Set Messages</b> .....	51
Making a Page.....	16	<b>Glossary</b> .....	52
Conference Call.....	17	<b>Index</b> .....	54

- Do not drop or subject the phone to physical shock
- Do not immerse in water
- Do not disassemble or attempt to modify the phone in any way
- Use a damp or anti-static cloth to clean the phone. Do not use a dry or electrostatically charged cloth. Do not use chemical or abrasive cleaners as these could damage the phone.
- Retain the cardboard packaging supplied with this handset. It should be used if the phone has to be returned for service. The packaging can be recycled when no longer required.
- Do not place the phone in direct sunlight for prolonged periods

### Disclaimer

Crane Telecommunications Ltd and LG Electronics Inc. cannot be held responsible for any damage caused to your system through the improper installation of this phone and/or the failure to use the handset as described in this user guide.

### Service

The 7004N/D digital telephone contains no user-serviceable parts. LG recommend that your 7004N/D digital telephone is serviced or repaired by an LG authorised service centre

**Note: Information contained within this document is subject to change without prior notice. E&OE**

**If you find any errors please email: [lgmarketing@cranetel.co.uk](mailto:lgmarketing@cranetel.co.uk)**

## Familiarise yourself with its features

### Handset

Contains a microphone and speaker to allow the user to speak to another party

### Dial Pad

Alpha-numeric keypad used to dial numbers and when storing speed dial numbers and names to memory

### Speed

Used when accessing or storing personal or system speed dial numbers

### OHD

Used to dial 'On-Hook'



### LCD

1 Line, 16 Character  
Displays inbound/outbound call information. Displays some information based on user actions

### Flexible Buttons

Used for storing speed dials and features as well as accessing lines

### Transfer/Pgm

Used for performing a transfer or user programming

**Volume +/-** - Used for adjusting speaker, ring and in-call volume

### Hold/Save

For placing external callers on hold and to confirm programming changes

**Note: Screen only applicable to 7004D**

## Your digital telephone's keys



### (1) Speaker Key

This is for activating the phone's speaker whilst on hook. Useful when using a headset or if you wish to speak hands free. Red LED illuminated if off-hook without lifting the receiver.

### (2) Hold/Save Key

Dual purpose key. When in a call it is used to place a caller on hold. When programming it is for permanently updating changes to the system memory

### (3) Volume (+ / -) Key

Used for adjusting speaker, ringing and in-call volume

### (4) Speed Key

This key is used to access System and Personal speed dial numbers and the internal directory

### (5) Trans/Pgm Key

Dual purpose key. When in a call with an external party it is used to transfer. When programming features, speed dial numbers it is a programme key

### (6) Flexible Keys

These keys are for use as line keys or for storing regularly used features or speed dials under

## GENERAL FUNCTIONS

- Making and Answering External Calls
- Making and Answering Internal Calls
- Placing an Internal/External Call on Hold
- Retrieving an Internal/External Call on Hold
- Parking a Call
- Retrieving a Parked Call
- Call Forward
- DDI Call Wait
- Call Wait (Camp On)
- Answering a Call Wait (Camp On)
- Call Pick Up (Directed/Group)
- Transfer (Screened/Unscreened)
- Using Speed Dial Numbers
- Queuing for an Outside Line
- Making A Page
- Flexible Button Programming
- Leaving a Message Wait
- Answering a Message Wait



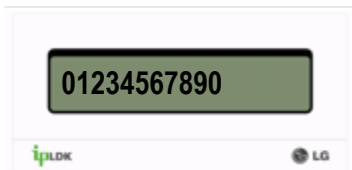


Fig.1

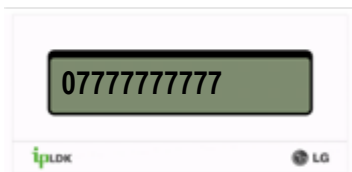


Fig.2

## Making and Answering calls

Always ensure that external parties are informed if you intend to record a call.

### Making and Answering an external call

You can make an external call in the following ways:

1. Lift the receiver and dial 9
2. Dial 9
3. Press the  button and dial 9

If using a 7004D your screen will look as per **Fig.1**

To answer a call press the  button or lift the receiver.

If using a 7004D your screen will look as per **Fig.2** if the inbound call is via ISDN

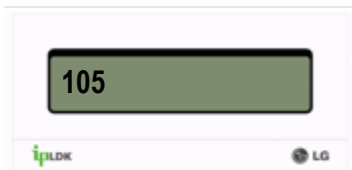


Fig.3

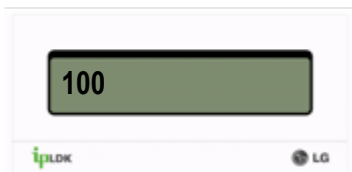




Fig.4

### Making and Answering an internal call

You can make an internal call in the following ways:

1. Lift the receiver and dial an extension number.
2. Dial an extension number.
3. Press the  button an extension number.

If using a 7004D your screen will look like **Fig.3** after you have dialled a number.

To answer a call press the  button or lift the receiver.


If using a 7004D **Fig.4** shows how your display will appear if you are receiving an inbound internal call.





Fig.5

### Placing and External/Internal Call on hold

Whilst connected to another party (internal or external) press the  button.

**Fig.5** shows that the relevant line on your 7004N/D digital telephone will be flashing to indicate that a caller is on hold.

### Retrieving an External/Internal Call on hold

If you are 'Off-Hook' (holding the handset) simply hang up (replace the handset), press the relevant flashing line key or dial the extension number of the station that you placed on hold and you will be reconnected.



**NOTE:** Calls will 'Recall' to your station after a pre-set time if you forget about them.

## Parking a Call

1. Whilst connected to an external party press the **[TRANS/PGM]** button, dial a **Park Location (601-619 depending on the type of system you have)** or press a flexible button labelled as Park and hang up.
2. Once you have parked the caller you can contact another party to inform them that they have a caller waiting. Alternatively, make a page (See page 18 later in the user guide for information on paging).

## Retrieving a Parked Call

1. If retrieving a call that you have parked, dial the relevant digits for the parking bay used (**601-619**)
2. If responding to a page, dial the relevant digits (**601-619**) from the nearest available telephone.

 **NOTE: Calls will recall to the original station after a pre-set timer if a call is left parked.**

### Call Forward

It is possible to forward your phone in a number of ways. The options available are:


- 0** – Follow-Me (To forward calls from your extension to a temporary location. The forward is activated at the temporary location).
- 1** – Unconditional (This option allows you to forward all calls immediately to a Station, Hunt Group or the integral Voice Messaging card).
- 2** – Busy (Destination options are as per option 2. Calls will only forward when you are busy – on the phone).
- 3** – No Answer (Destination options as per option 1. Calls will only forward when a ‘No-Answer’ timer expires. The length of the time is determined by a qualified System Administrator).
- 4** – Busy/No Answer (Combines options 2 & 3. Most popular, especially where Voicemail is used).
- 5** – Off-Net (This allows you to forward your phone unconditionally to a remote location such as Mobile or home phone).
- 6** – No Answer Off-Net (As per option 6 but only after a no-answer timer)
- 7** – Access Not Permitted
- #** - Allows you to cancel any call forward.

## Call Forward

1. Dial **554** from your handset.
2. Select a forward option as per page 9. (Example: Select option 4, Busy/No Answer)
3. Select a destination such as # for the integral messaging card or an extension, hunt group or Speed Dial.
4. If you have selected a valid option you will here confirmation tone.
5. To cancel the call forward button or dial **554, #**


## DDI Call Waiting

If enabled, you will be able to hear if you have a DDI call waiting whilst engaged in another call as an audible tone will be presented to your telephone.


1. To speak to the waiting caller hang up to finish your current conversation, press the  button or park the existing caller.
2. You will then be connected to the waiting party.

**Note: This feature must be enabled for you to use it. Speak to your system administrator if you are not able to do what is described above.**

### Call Wait (Camp On)

1. Dial an internal number,
2. You will receive busy tone.
3. Press the  button.
4. If the called party answers you can speak with them or simply transfer a call to them.

### Answer a Call Wait (Camp On)

1. After hearing Call Wait (Camp On) tone finish you existing call or press the  button.
2. You will be connected to the caller who has Camped On to your extension.
3. When you have finished speaking you will return to the original caller when the second caller hangs up. (Providing you did not finish the call with the original party in order to answer the Camp On).




**TIP: It is possible to assign a flexible button as CAMP ON. See Page 56 for Flexible Key programming codes.**

### Call Pickup (Directed)

1. Lift your handset
2. Dial 7 followed by the extension number of the station that is ringing
3. You will then be connected to the calling party.

### Call Pickup (Group)

1. Lift your handset
2. Dial **566**.
3. You will be connected to the caller

 **Note: You must be part of a Pickup Group to use this feature and it must be set up by you system administrator**

### Transfer (Screened)

1. Whilst connected to a caller press the **[TRANS/PGM]** button.
2. Dial the appropriate extension number or press a flexible button that has been assigned with a station number.
3. Wait for the called party to answer, announce the call and Hang Up.

### Transfer (Unscreened)

1. Repeat steps 1 to 3 as described above
2. Hang up without announcing the call

Calls will 'recall' to your station after a pre-set timer for both types of transfer.



**TIP: Pre-set timer can be determined by a system administrator. By default this timer will be 30 secs**

### Using Speed Dial Numbers

1. Lift your handset.
2. Press the **[SPEED]** button.
3. Dial the appropriate Speed Dial (Personal or Speed).
4. A call will be activated.



**Tip:** You will need a printed list of all Speed Dial Numbers (000-099 for Personal, 2000-3499 IPLDK 50/100, 2000-7999 IPLDK 300/300E).

### Queuing for an Outside Line

1. If no external lines are available when you attempt to make an outside line you will receive busy tone.
2. Press the flexible key that has been assigned as **[CALL BACK]**.
3. When a line becomes available your handset will recall and the relevant line key will flash.
4. At this point, lift the receiver to get an outside line.



## Making a Page

1. Dial the required paging code (see the list of codes on page 55)
2. Your display will look as in **Fig.21**
3. Hang up once you have finished the page.



**TIP:** It is possible to assign a flexible button as a **PAGE Key**.



**Note:** You must have permission to make a page that must be set up in programming by a qualified system administrator.

### Page Codes:

501-535 – Internal Page Zone

543 – Internal All Call

544 – Meet Me

545 – External Zone 1

546 – External Zone 2

547 – External Zone 3

548 – External All Call

549 – All Call

## Conference Call

It is possible whilst on a call to set up a conference consisting of up to 6 parties. You will need a flexible button assigned as **CONFERENCE**.

1. Press the **CONFERENCE** button whilst in a call.
2. Dial another extension or external number.
3. When the party answers press the **CONFERENCE** button once to enable you to add another party or twice to set up the conference and allow all parties to converse.



**Note: You must have a flexible key set up as a conference button.**

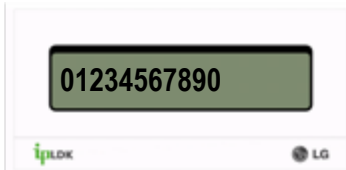


Fig.6

### Last Number Redial/Redial

1. Press the **[SPEED]** button followed by **\***.
  - a) If using a 7004D the screen will appear as in **Fig.6**
2. Use the **[Volume Up]** button to find the number you require. The first in the list is the last dialled number.
  - a) You can access up to 10 previously dialled numbers.
3. Press the **[Volume Down]** button and the number you selected will be dialled.
4. To access the redial list you can alternatively assign a flexible button as **[REDIAL]**.

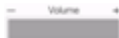
### Saved Number Redial

It is possible to save a number that you have dialled whilst connected to the external party.

1. Press the **[SPEED]** button twice whilst connected to the called party.
2. To dial the number when you have hung up press the **[SPEED]** button followed by the **#** button.

### Do Not Disturb (DND)

1. Dial **553** from your telephone to activate **DND**.
2. Dial **553** from your handset to deactivate **DND**.




## Messaging

### Leaving a Message Wait Notification

It is possible to inform a called party (Internal) that you have tried to contact them. (You will need a flexible button assigned as **[CALL BACK]**).

### Calling a Busy Station

1. You will receive busy tone.
2. Press the **[CALL BACK]** button.
3. When the busy part hangs up you will be notified with intermittent bursts of tone, a flashing **[CALL BACK]** button and a flashing  MSG light.



### Calling an Unanswered Station


Simply press your **[CALL BACK]** button and hang up when you call a station that does not answer.

They will see from their display that you have tried to call.

 **Note: If voicemail is present for either scenario you will be invited to leave a message.**

### Answering a Message Wait Notification

If a message wait has been left at your extension the  MSG light and  Call Back button will be flashing.

1. Press the  Call Back button. (If you do not have a **[CALL BACK]** button dial **557**.)
2. If an extension has left a message wait and not left a voice message you will call them back.
3. If a voice message has been left you will be taken to your voice messages.

## USER PROGRAMMING

SAVING YOUR NAME TO YOU PHONE


STORING PERSONAL SPEED DIALS

CHARACTER ENTRY CHART



### Saving your name to your phone



This enables colleagues to identify you by your name instead of your extension number . You can store your name as follows:

1. Press the **[TRANS/PGM]** button and dial **74**.
2. Enter your name. (See the character entry chart on page 24).
3. Press the  button to save your name to the system memory

**Note:** This may be easier to from a station set up as an attendant that has a display.

### Storing Personal Speed Dials

It is possible for you to store numbers that you use regularly to your personal speed dial directory. You will need to be aware of which Speed Bins have already been programmed. It is suggested that you keep a list

1. Press the **[TRANS/PGM]** button followed by the **[SPEED]** button.
2. Select the Speed bin you wish to programme.
3. Enter the required speed dial number (You do not need to enter 9 for an outside line) and press .
4. Enter the name as per the character entry chart on page 24.
5. Press the  button.



### Character Entry Chart



Please follow the chart below when entering characters.

. - 13 1 - 10	A - 21 B - 22 C - 23 2 - 20	D - 31 E - 32 F - 33 3 - 30
G - 41 H - 42 I - 43 4 - 40	J - 51 K - 52 L - 53 5 - 50	M - 61 N - 62 O - 63 6 - 60
P - 71 Q - 72 R - 73 S - 74 7 - 70	T - 81 U - 82 V - 83 8 - 80	W - 91 X - 92 Y - 93 Z - 94 9 - 90
Space - *1 : - *2 , - *3	0-00	#

### Storing information under a flexible button

There are two flexible buttons that can be programmed as line, extension, feature or speed dial buttons.

To assign a feature to a flexible button follow the instructions below:

1. Press the **[TRANS/PGM]** button and select the flexible button you wish to assign.
2. You may then assign the button in on of the following  ways:
  - a. Press the **[TRANS/PGM]** button again followed by a user programming code.
  - b. Press the **[SPEED]** button followed a speed dial number.
  - c. Enter the relevant extension number.
3. Press the  button.



**Note:** Users do not have permission to over write a flexible key that is assigned as a line key.

**See page 56 for details of all user programming codes.**

### [1] RING

- 1.1 TYPE
- 1.2 ANSWER MODE
  - 1.2.1 HANDSFREE (H)
  - 1.2.2 TONE (T)
  - 1.2.3 PRIVACY (P)
- 1.3 SMS MSG DISPLAY
- 1.4 ENBLOCK MODE
- 1.5 SMS/NOTICE DISPLAY
- 1.6 SCROLL SPEED
- 1.7 EAR-MIC HEADSET
- 1.8 ICM RING
- 1.9 CO RING

### [2] COS

- 2.1 COS DOWN
- 2.2 COS RESTORE
- 2.3 WALKING COS
- 2.4 COS CHANGE

### [3] AUTH / MOBILE EXTN

- 3.1 AUTH REGISTER
- 3.2 AUTH CHANGE
- 3.3 REG MOBILE-EXT
- 3.4 ACTIVE MOBILE-EXT

### [4] TIME / CONF-ROOM

- 4.1 SET WAKE-UP TIME
- 4.2 WAKE-UP DISABLE
- 4.3 ACTIVE CONF-ROOM
- 4.4 DEACTIVE-CONF ROOM

### [5] MESSAGE

- 5.1 SET PRESELECTED MSG
- 5.2 SET CUSTOM MSG

### [6] ANNOUNCEMENT

- 6.1 REC USER GREETING
- 6.2 LISTEN TIME/DATE
- 6.3 LISTEN STA NUMBER
- 6.4 LISTEN STA STATUS
- 6.5 REC PAGE MSG
- 6.6 ERASE USER GREETING
- 6.7 ERASE PAGE MESSAGE

### [7] SUPPLEMENTARY

- 7.1 LCD DISPLAY LANGUAGE
- 7.2 MPB VERSION DISPLAY
- 7.3 BGM
- 7.4 REGISTER STA NAME
- 7.5 SPK/HEADSET
- 7.6 HEADSET RING MODE
- 7.7 WTU STA NUM RCVR
- 7.8 SERIAL NUMBER
- 7.9 PC-PHONE LOCK KEY


### [\*] SYSTEM (DO NOT USE)

## 1. RING


- 1.1 TYPE
- 1.2 ANSWER MODE
- 1.3 SMS MSG DISPLAY
- 1.4 ENBLOCK MODE
- 1.5 SMS/NOTICE DISPLAY
- 1.6 SCROLL SPEED
- 1.7 EAR-MIC HEADSET
- 1.8 ICM RING
- 1.9 CO RING



## Type

1. Press the **[TRANS/PGM]** button and select option **[1] RING** followed by option **[1] TYPE**.
2. The screen shows the current active ring
3. Choose options **1-4** to change to general ring cadence for your 7004N/D Digital Telephone.
4. Press the  button to confirm the change.

## Answer Mode

1. Press the **[TRANS/PGM]** button and select option **[1] RING** followed by option **[2] ANSWER MODE**.  
**(1) Handsfree** – In this mode you will receive 3 short bursts of tone from your handset for intercom calls before being connected in a full handsfree conversation. (You will need to lift your handset in order to speak).  
**(2) Tone** – This is the default answer mode for intercom calls to your handset. You will receive normal ringing.  
**(3) Privacy** – In this mode you will receive 3 short bursts of tone from your handset for intercom calls. The caller will then be able to announce themselves to you but will not be able to hear anything at your end of the call
2. Dial 1-3 to select an option as described above and press 

## SMS MSG Display

Not supported on 7004N/D Digital Telephone.

## Enblock Mode

Reserved for future development.

## SMS/Notice Display


Reserved for future development.

## Ear-Mic Headset

Not supported on the 7004N/D Digital Telephone.


## ICM Ring

This feature allows you to differentiate the way that your phone rings on intercom calls to the way it rings on inbound external calls.

1. Press the **[TRANS/PGM]** button and select option **[1] RING** followed by option **[8] ICM RING**. (Your display should look as per **Fig.33**)
2. Select options **1-15**.
3. Press 

## CO Ring

This feature allows you to differentiate the way that your phone rings on intercom calls to the way it rings on inbound external calls

1. Press the **[TRANS/PGM]** button and select option **[1] RING** followed by option **[9] CO RING**.
2. Select options **1-15**.
3. Press 

## 1.2. COS (Class Of Service)

2.1 COS DOWN

2.2 COS RESTORE

2.3 WALKING COS


2.4 COS CHANGE






## COS Down


This option allows you to 'lock' your phone, preventing unauthorised external calls.

1. Press the **[TRANS/PGM]** button and select option **[2] COS** followed by option **[1] COS DOWN**.
2. Press the  button.

## COS Restore


This option returns your phone to normal service, taking off the lock applied above.

1. Press the **[TRANS/PGM]** button and select option **[2] COS** followed by option **[2] COS RESTORE**.
2. Enter your password and the screen should change as per **Fig.37**.
3. Press the  button.

 **Note: You will need a valid Authorisation Code to use both of these features. Setting up your Authorisation Code is described on page 39 of this user guide.**

## Walking COS

This option allows another user to override a COS that is applied to you extension. You may only be allowed to dial locally, they may be able to dial international numbers.

1. Press the **[TRANS/PGM]** button and select option **[2] COS** followed by option **[3] WALKING COS**.
2. Enter a valid authorisation code and press the  button.

## COS Change (Reserved for future development).

### **3. AUTH CODE MOBILE EXTENSION**

**3.1 AUTH CODE REGISTER**

**3.2 AUTH CODE CHANGE**


**3.3 REGISTER MOBILE EXTENSION**

**3.4 ACTIVATE MOBILE EXTENSION**




## Auth Code Register

You can register a valid authorisation code with this option. A valid authorisation code is required for many features that you may wish to access.

1. Press the **[TRANS/PGM]** button and select option **[3] AUTH/MOBILE-EXT** followed by option **[1] AUTH REGISTER**.
2. Enter a 5 digit authorisation code and press the  button.


## Auth Code Change

You can change your authorisation code with this option. A valid authorisation code is required for many features that you may wish to access.

1. Press the **[TRANS/PGM]** button and select option **[3] AUTH/MOBILE-EXT** followed by option **[2] AUTH CHANGE**.
2. Enter your current 5 digit authorisation code.
3. Enter a new code and press the  button.



## Register Mobile Extension


This feature allows to set your mobile or other valid telephone number to receive DDI calls simultaneously to your desk phone.

1. Press the **[TRANS/PGM]** button and select option **[3] AUTH/MOBILE-EXT** followed by option **[3] REG MOBILE-EXT**.
2. Enter your mobile number and press the  button.

## Activate Mobile Extension

This allows you to activate the feature that you have set up above.

1. Press the  button and select option **[3] AUTH/MOBILE-EXT** followed by option **[4] ACTIVE MOBILE-EXT**. (Your screen should look as per **Fig.42**)
2. Dial 1 and press the  button.

 **Note: Permission to use this feature must be set up by a qualified system administrator in order for you to access this user programming.**

## 4. WAKE UP TIME / CONFERENCE ROOM

4.1 SET WAKE UP TIME

4.2 WAKE UP DISABLE


4.3 ACTIVE CONF-ROOM

4.4 DEACTIVE CONF-ROOM




## Set Wake Up Time

With this feature you can set an alarm to ensure you do not miss an important meeting.

1. Press the **[TRANS/PGM]** button and select option **[4] TIME/CONF ROOM** followed by option **[1] SET WAKE UP TIME**.
2. Enter the time that you wish the alarm to go off and press the  button.
3. To stop the alarm when it sounds simply go off hook and hang up.


## Wake Up Disable

This allows you to deactivate an alarm that has been set.

1. Press the **[TRANS/PGM]** button and select option **[4] TIME/CONF ROOM** followed by option **[1] SET WAKE UP TIME**.
2. Press the  button.


## Activate Conference Room

Conference Room allows external callers to dial into a multi-party conference. As a user you can set up and deactivate a conference room.

1. Press the **[TRANS/PGM]** button and select option **[4] TIME/CONF ROOM** followed by option **[3] ACTIVE CONF-ROOM**.
2. Enter the number of the conference room you wish to activate, followed by your authorisation code and press the  button.
3. Callers can now dial into this conference (Internal or external via DDI, transfer from reception or auto-attendant).

## Deactivate Conference Room

A conference room, as set up above, will stay active until you deactivate it.

1. Press the **[TRANS/PGM]** button and select option **[4] TIME/CONF ROOM** followed by option **[4] DEACTIVATE CONF-ROOM**. (Your screen should look as per **Fig.45**)
2. Enter the relevant number and press the  button.

## 5. MESSAGE

5.1 SET PRE-SELECTED MESSAGE


5.2 SET CUSTOM MESSAGE






## Set Pre-Set Message

There are 10 pre-set , 10 Custom and 1 personal text-based messages that you can chose to leave on your 7004N/D Digital Telephone when you are away from your desk. (See page 51 of this user guide for a list of the pre-set messages).

1. Press the **[TRANS/PGM]** button and select option **[5] TIME/CONF ROOM** followed by option **[1] ACTIVE CONF-ROOM**. (Your screen should look as per **Fig.46**)
2. Enter the relevant message number and follow any on-screen prompts and press the  button.
3. To cancel the message dial **553** from your handset.

## Set Custom Message

By selecting option 00 above you will chose your own personal message. You set you own message as below:

1. Press the **[TRANS/PGM]** button and select option **[5] TIME/CONF ROOM** followed by option **[2] SET CUSTOM MSG**.
2. Enter the relevant text as per the character entry chart on page 23 and press the  button.


## **6. ANNOUNCEMENT**

- 6.1 RECORD USER GREETING**
- 6.2 LISTEN TO TIME/DATE**
- 6.3 LISTEN TO STATION NUMBER**
- 6.4 LISTEN TO STATION STATUS**
- 6.5 RECORD PAGE MESSAGE**
- 6.6 ERASE USER GREETING**
- 6.7 ERASE PAGE MESSAGE**



## Record User Greeting

If you have permission you may record a greeting that users will hear based on a forward type set on your extension. (See page 9 for Call Forward Settings).

1. Press the **[TRANS/PGM]** button and select option **[6] ANNOUNCEMENT** followed by option **[1] REC USER GREETING**.
2. You will prompted to press **#** to start recording.
3. When you have finished recording press 
4. Record a message appropriate to the type of forward on your Digital Telephone.

## Listen to Time/Date

To check the time and date:

1. Press the **[TRANS/PGM]** button and select option **[6] ANNOUNCEMENT** followed by option **[2] LISTEN TIME/DATE**.
2. The date and time will then be heard. (Integral messaging must be present to use this feature).

## Listen to Station Number

To check your station number:

1. Press the **[TRANS/PGM]** button and select option **[6] ANNOUNCEMENT** followed by option **[3] LISTEN STA NUMBER**.
2. You will then hear a system message telling you the number of your station.

## Listen to Station Status


To listen to your current status (Station Number, COS, Call Forwards):

1. Press the **[TRANS/PGM]** button and select option **[6] ANNOUNCEMENT** followed by option **[4] LISTEN STA STATUS**.
2. You will then hear the current status of your extension.

## Record Page Message

It is possible to record a page that you may use on a regular basis. This can be stored, together with a page code, under a flexible button

1. Press the **[TRANS/PGM]** button and select option **[6] ANNOUNCEMENT** followed by option **[5] REC PAGE MSG**.
2. You will prompted to press **#** to start recording.

When you have finished recording press 

## Erase User Greeting

To erase your personal greeting:

1. Press the **[TRANS/PGM]** button and select option **[6] ANNOUNCEMENT** followed by option **[6] ERASE USER GREETING**.
2. Your personal greeting will be erased.

## Erase Page Message

To erase your page message:

1. Press the **[TRANS/PGM]** button and select option **[6] ANNOUNCEMENT** followed by option **[7] ERASE PAGE MESSAGE**
2. Your page message will be erased.

## 7. SUPPLEMENTARY

7.1 LCD LANGUAGE DISPLAY

7.2 MPB VERSION DISPLAY

7.3 BGM

7.4 REGISTER STATION NAME

7.5 SPEAKER/HEADSET

7.6 HEADSET RING MODE

7.7 WTU STA NUM RCVR

7.8 SERIAL NUMBER

7.9 PC-PHONE LOCK KEY



## LCD Display Language


Not supported on the 7004N/D

## MPB Version Display

Not supported on the 7004N/D


## BGM

You can chose to listen to background music through your handset. There are 11 possible music sources. You should check with a qualified system administrator for details of which sources are active.

1. Press the **[TRANS/PGM]** button and select option **[7] SUPPLEMENTARY** followed by option **[3] BGM**.
2. Select the appropriate source (**00-11**).
3. Press the  button.
4. Music will then be heard through the handset.
5. Repeat steps 1 to 4 to cancel the background music


## Register Station Name

To register your name to your station:

1. Press the **[TRANS/PGM]** button and select option **[7] SUPPLEMENTARY** followed by option **[4] REGISTER STA NAME**.
2. Enter your name and press the  button.


## Speaker/Headset Mode

If you wish to connect a headset other than to the headset jack follow the instructions below:

1. Press the **[TRANS/PGM]** button and select option **[7] SUPPLEMENTARY** followed by option **[5] SPK/HEADSET**.
2. Dial **1** for Speaker, **0** for Headset.
3. Press the  button.

## Headset Ring Mode

To complement the above setting you can chose whether your headset, your phone or both devices ring on inbound calls.

1. Press the **[TRANS/PGM]** button and select option **[7] SUPPLEMENTARY** followed by option **[6] HEADSET RING MODE**.
2. Dial **1** for Speaker, **2** for Headset, **3** for Both.
3. Press the  button.



## WTU Station Number RCVR

Do not use. Reserved for future development.

## Serial Number

Not supported on 7004N/D.

## PC Phone Lock Key

Not supported on the 7004N/D.



**USER PROGRAMMING CODES**  
**PRE SET MESSAGES**  
**GLOSSARY**  
**INDEX**

### Codes for programming Flexible Buttons

Precede all of these codes by pressing the **[TRANS/PGM]** button.

Differential Ring: **11**

Enblock Mode: **14**

SMS Notice/Display: **15**

Headset Port On/Off: **17**

ICM Ring Tone: **18**

CO Ring Tone: **19**

COS Down: **21**

Walking COS: **23**

Authorisation Code Register: **31**

Authorisation Code Change: **32**

Set Wakeup Time: **41**

Conference Room Activate: **43**

Conference Room Deactivate: **44**

Preset Message Activation: **51**

Set Custom Message: **52**

Record User Greeting: **61**

Play Date and Time: **62**

Play Station Number: **63**

Listen to Station Status: **64**

Record Paging Message: **65**

Erase User Greeting: **66**

Erase Paging Message: **67**

LCD Language Change: **71**

BGM (Background Music): **73**

Station Name Register: **74**

Headset Setup: **75**

Headset/Telephone Ring Mode: **76**

Account Code: **80**

DDI Call Wait Activate: **81**

Intercom (ICM) Hold: **83**

Camp On: **85**

UCD (Call Centre) DND: **87**

Conference: **91**

DND: **93**

Flash: **94**

Mute: **95**

Redial: **97**

## Preset Messages

Preset messages that can be left in the display of your handset are as follows:

00 **PERSONAL/CUSTOMISABLE** Message.

01 **LUNCH, RTN HH:MM** – Use this message if you are away from your desk at lunch. The internal calling party will see this message on their display when the call you.

02 **ON VACATION/RTN DATE (MM:DD)** – This message will inform internal callers that you are on holiday and your expected return date.

03 **OUT OF OFFICE/RTN TIME (HH:DD)** – If you are out of the office for a period of the day internal callers can see your expected return time.

04 **OUT OF OFFICE/RTN DATE (MM:DD)** – As per message 03 but you should use this if you are away from the office for a day or more.

05 **OUT OF OFFICE/RTN UNKNOWN** – This message should really be used in emergencies where you have been called away from the office unexpectedly.

06 **CALL: XX.....(17 DIGITS)** – If you are away from your desk/office and cannot take calls this is a way of informing internal callers that they should ring an alternative number.

07 **IN OFFICE/STA XXXX** – You may have to work at another colleagues station. This informs internal callers where to redirect their call to.

08 **IN A MEETING/RTN TIME (HH:MM)** – If you are not contactable in a meeting you should use this message.

09 **AT HOME** – If you are to be working from home for a day leave this message on you phone before leaving the office.

10 **AT BRANCH OFFICE**

11-20 – These options are available to be custom set to your organisation's requirements.

## Glossary

### **LCD**

Liquid Crystal Display

### **DDI**

Direct Dial Inward – Allows an external callers to be routed directly to your extension, bypassing reception

### **Hunt Group**

Feature to allow a number of extension to be group together to answer inbound calls. Used in call centres.

### **Handset**

The part of the phone that you pick up to answer calls. Also commonly know as the receiver.

### **CTI**

Computer Telephony Integration. This is the ability to move call handling and general telephony functions onto the PC.

### **ISDN**

Integrated Services Digital Network. Available as ISDN2e or ISDN30. Higher Speed more flexible medium of carrying voice traffic than traditional Analogue lines.

### **COS**

Class Of Service. Your COS determines the types of numbers you may dial such as National, Local or International.

**IPLDK**

IP enabled, LG Digital Keysystem

**BGM**

Background Music. You may select a number of different music sources to play through your handset.

**MPB**

Main Processor Board. The 'brains' of the phone system. MPB contains all system software and controls all system functions.

**CO**

Central Office. American term now widely adopted in the telecommunications industry to describe the local telephone exchange.

**VMIB**

Voice Mail Interface Board. Integral Voice Messaging application for the IPLDK telephone system.

**Flexible Button**

This is a button that can be assigned as a Line, Feature, Speed Dial or Extension button.



<b>P</b>		<b>S</b>	
P.....	24	Station Number.....	43
Page.....	16	Station Status.....	43
Page Message.....	43, 44		
Park.....	9	<b>T</b>	
PC Phone.....	48	T.....	24
Pickup.....	13	Transfer.....	3, 4, 14
Preset Message.....	39, 40, 51	Time/Date.....	42
Programme Codes.....	50		
		<b>U</b>	
<b>Q</b>		U.....	24
Q.....	24	Unanswered Station.....	20
Queuing.....	15	User Programming.....	22, 49
		User Greeting.....	42, 44
<b>R</b>			
R.....	24	<b>V</b>	
Redial.....	18	V.....	24
Ring.....	27	VMIB.....	53
		Volume.....	3, 4
<b>S</b>			
S.....	24	<b>W</b>	
Serial Number.....	48	W.....	24
SMS (Short Messaging).....	29	Wakeup Time.....	37
Speaker.....	3, 4, 47	Walking COS.....	32
Speed.....	3, 4, 15, 23		
Station Name.....	23, 47		